

Sl. No.	GeM Bid Clause	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	GEM/2023/B/3089810 dated 06/02/2023 ATC	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 2. Penalties/Liquidated damages for not maintaining uptime	2.2. The maximum penalty levied shall be restricted to 20% of the AMC/ATS amount payable for one year.	Kindly modify the clause as: The maximum penalty levied shall be restricted to 20% of the AMC/ATS amount payable for one year <u>of the affected set of devices/Software.</u>	Bidders to comply with the GeM /RFP terms and conditions.
2	GEM/2023/B/3089810 dated 06/02/2023 ATC	SECTION C - DELIVERABLE AND SERVICE LEVEL AGREEMENTS 3. Payment Terms:	3.1. Payment terms will be as per below: SL No: 1 Payment Stage: AMC for Hardware % of payment: Quarterly in Arrears.	Kindly make the payment terms as Quarterly in Arrear Or Yearly in advance on submission of Bank Guarantee equivalent to annual ATS Charges	Bidders to refer Corrigendum-2 for amended Payment clause.
3	GEM/2023/B/3089810 dated 06/02/2023 ATC	Annexure-2 Pre-Qualification Criteria	Sl. No.: 1 Pre-Qualification Criteria: The bidder should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020. Documents to be submitted In compliance with Pre-Qualification Criteria: Certificate of local content to be submitted as per Annexure-5.	Since this is only renewal of AMC and ATS, and MII is back to back with OEM, please clarify on bank's expectation for MII calculation.	Bidders to comply with the GeM /RFP terms and conditions.
4	GEM/2023/B/3089810 dated 06/02/2023 ATC	Annexure-2 Pre-Qualification Criteria	Sl. No.: 5 Pre-Qualification Criteria: The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions, having expertise in maintenance of minimum 500 similar assets. Documents to be submitted In compliance with Pre-Qualification Criteria: Bidder has to submit purchase order copies/reference letter/ documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC/ ATS by the bidder during the last 3 years from Public Sector Banks/Private Banks/PSUs/Govt. Departments/ Govt. Institutions in India.	The hardware quatity Is only 46. Please explain the rationale for asking for reference for 500 quantity reference.	Bidders to comply with the GeM /RFP terms and conditions.
5	GEM/2023/B/3089810 dated 06/02/2023 ATC	Annexure-3 Bidder's Profile	Sl. No: 6 Particulars Number of years of experience in IT/Cyber Security Audit.	The clauses are mentioning consulting and audit however they are not in scope. Kindly suggest whether this is applicable for this tender.	RFP Clause stands deleted.




6	GEM/2023/B/3089810 dated 06/02/2023 ATC	Annexure-7 Scope of Work	Sl. No.: I Scope Of Work: Other ATS Services 1. The vendor will fix the bugs and carry out the necessary rectifications wherever necessary and deliver patches/ version changes effected. Provision should be available for version control and restoring the old versions in case of need by the Bank. 2. Bug fixing, patches, upgrades due to statutory, regulatory, audit related activities like VAPT etc., industry, Bank specific changes. 3. Providing tools for creating knowledge repository for the bugs identified, resolution mechanism, version upgrade, future upgrade etc. of Application software, OS, RDMS etc.	What all are the OEM we have to make B2B, need the full details of the List of Items for B2B	Bidders to refer the GeM /RFP terms and conditions. OEM details have been furnished in the Annexure-6
7	GEM/2023/B/3089810 dated 06/02/2023 ATC	Annexure-7 Scope of Work	Sl. No.: H Scope Of Work: Other AMC Services 6. Provide 24*7 support and assistance, as required, and look into the following: 7.3 OS and Database related up gradation	Need the OS and Data base Versions and the current Licences	For linux, oracle linux 7.9 For windows, it is windows 2012
8	GEM/2023/B/3089810 dated 06/02/2023 ATC	Annexure-7 Scope of Work	Sl. No.: D-5 Scope Of Work: Scope under AMC also includes the following: If any Software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the AMC/ATS vendor during the Contract period.	Do Bank Have the OEM Login for OS Patch and Data base Patch Download. If Show Proved the same	Yes. Details will be shared with the selected bidder
9	GEM/2023/B/3089810 dated 06/02/2023 ATC	Annexure-7 Scope of Work	VAPT & DR Drill part of this Contract	VAPT & DR Drill part of this Contract if Yes Share the SOP for the same.	For the assets listed, DR drill is not required.
10	GEM/2023/B/3089810 dated 06/02/2023	Generic	End of Life Products	If OEM confirms End of Life or End Of Support for OS and Data base Patch, what is the next action plan for the same	Bank will take up to upgrade the version to the latest supported version. Vendor has to support in the upgrade. On the point raised during the pre bid query meeting on the cost associated with upgrade patches: Patches/upgrade files will be free of cost from the OEM when the assets are under AMC/ATS. As such, no cost will be incurred by the Bank towards such items as AMC/ATS is already paid for.

11	GEM/2023/B/3089810 dated 06/02/2023 ATC	Annexure-2 Pre-Qualification Criteria	Sl. No.: 5 Pre-Qualification Criteria: The Bidder should have minimum experience of Three (3) years in providing Hardware/ Software Maintenance Services to any of the Public Sector Banks/Private Banks/PSUs/Govt Departments/Govt Institutions, having expertise in maintenance of minimum 500 similar assets. Documents to be submitted In compliance with Pre-Qualification Criteria: Bidder has to submit purchase order copies/reference letter/ documentary proof duly mentioning the number of Desktops, Printers and other IT Assets covered under Comprehensive AMC/ ATS by the bidder during the last 3 years from Public Sector Banks/Private Banks/PSUs/Govt. Departments/ Govt. Institutions in India.	We request department to confirm if MSME & startup bidder are exempted or relaxed from past experience specific to Banks Cloud Project.	Bidders to comply with the MSE & Startup Exemption for Years Of Experience and Turnover mentioned in GeM bid document.
12	GEM/2023/B/3089810 dated 06/02/2023	Appendix-G Pre Contract Integrity Pact	non-judicial Stamp paper on 200rs Stamp Paper	Please confirm if 2nos. Of 100rs Stamp paper is accepted for IP and do bidder has to submit hardcopy or not	Bidder has to comply the clause as per the prevailing Stamp Act. Hard copy has to be submitted to the Bank.
13	GEM/2023/B/3089810 dated 06/02/2023	PURCHASE PREFERENCE EMD	MSEs are exempted from paying EMD, subject to furnishing of Valid certificate for claiming Exemption	As MSE & Startup bidder are exempted from EMD submission. Please confirm if bidder has to submit original hardcopy of MSME & StartUp certificate or not	Bidder has to comply the GeM and RFP terms and conditions. The document has to be uploaded in the GeM portal.

Date: 02/03/2023

Place: Bangalore


Deputy General Manager

